

066416.0103

1



DECLARATION AND POWER OF ATTORNEY

As a below named inventor, I declare that:

My residence, post office address and citizenship are as stated below next to my name; that I believe I am the original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention or design entitled **METHOD AND SYSTEM FOR SCHEDULING INBOUND INQUIRIES**, the specification of which (check one):

_____ is attached hereto; or

 X was filed on April 12, 2000 as
Application Serial No. 09/547,627

and was amended on _____ (if applicable);

that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above; and that I acknowledge the duty to disclose to the U.S. Patent and Trademark Office all information known to me to be material to patentability as defined in 37 C.F.R. § 1.56.

I hereby claim foreign priority benefits under 35 U.S.C. § 119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application(s) for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

<u>Number</u>	<u>Country</u>	<u>Date Filed</u>	<u>Priority Claimed (Yes) (No)</u>
NONE			

I hereby claim the benefit under 35 U.S.C. § 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application(s) in the manner provided by the first paragraph of 35 U.S.C. § 112, I

acknowledge the duty to disclose to the U.S. Patent and Trademark Office all information known to me to be material to patentability as defined in 37 C.F.R. § 1.56 which became available between the filing date of the prior application(s) and the national or PCT international filing date of this application:

<u>Application</u> <u>Serial Number</u>	<u>Date</u> <u>Filed</u>	<u>Status</u>
NONE		

I hereby appoint:

Jerry W. Mills	Reg. No. 23,005
Robert M. Chiaviello, Jr.	Reg. No. 32,461
Ann C. Livingston	Reg. No. 32,479
Thomas R. Felger	Reg. No. 28,842
Charles S. Fish	Reg. No. 35,870
Kevin J. Meek	Reg. No. 33,738
T. Murray Smith	Reg. No. 30,222
Barton E. Showalter	Reg. No. 38,302
David G. Wille	Reg. No. 38,363
Bradley P. Williams	Reg. No. 40,227
Terry J. Stalford	Reg. No. 39,522
Christopher W. Kennerly	Reg. No. 40,675
Harold E. Meier	Reg. No. 22,428
Douglas M. Kubehl	Reg. No. 41,915
Samir A. Bhavsar	Reg. No. 41,617
Thomas R. Nesbitt, Jr.	Reg. No. 22,075
James J. Maune	Reg. No. 26,946
Roger J. Fulghum	Reg. No. 39,678
Rodger L. Tate	Reg. No. 27,399
Scott F. Partridge	Reg. No. 28,142
James B. Arpin	Reg. No. 33,470
James Remenick	Reg. No. 36,902
Jay B. Johnson	Reg. No. 38,193
Robert W. Holland	Reg. No. 40,020
Floyd B. Chapman	Reg. No. 40,555
Robert A. King	Reg. No. 42,738
James L. Baudino	Reg. No. 43,486
Tara D. Knapp	Reg. No. 43,723
William R. Borchers	Reg. No. 44,549
Robin A. Brooks	Reg. No. 44,563
Brian W. Oaks	Reg. No. 44,981
Luke K. Pedersen	Reg. No. 45,003
Matthew B. Talpis	Reg. No. 45,152
David M. Doyle	Reg. No. 43,596
Keiko Ichiye	Reg. No. 45,460

Jeffery D. Baxter	Reg. No. 45,560
Thomas A. Beaton	Reg. No. P46,543
Kurt M. Pankratz	Reg. No. P46,977
Brian E. Szymczak	Reg. No. P47,120
Patent Agents:	
Brian A. Dietzel	Reg. No. 44,656
Kevin R. Imes	Reg. No. 44,795

all of the firm of Baker Botts L.L.P., my attorneys and/or agents with full power of substitution and revocation, to prosecute this application and to transact all business in the United States Patent and Trademark Office connected therewith, and to file and prosecute any international patent applications filed thereon before any international authorities.

<u>Send Correspondence To:</u>	<u>Direct Telephone Calls To:</u>
Baker Botts L.L.P.	Robert W. Holland
2001 Ross Avenue	at 512.322.2693
Dallas, Texas 75201-2980	Atty. Docket No. 066416.0103

I declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

Full name of first inventor

Daniel M. Duncan

Inventor's Signature



Date

April 20, 2000

Residence (City, County, State)

Austin, Travis County, Texas

Citizenship

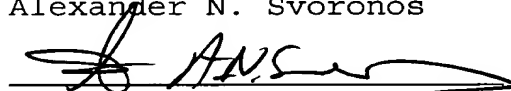
United States of America

Post Office Address

2704 Barton's Bluff Lane
Austin, Texas 78746Full name of additional
inventor, if any

Alexander N. Svoronos

Inventor's Signature



Date

4/20/2000

Residence (City, County, State)

Austin, Travis County, Texas

Citizenship

United States of America

Post Office Address

1718 Ben Crenshaw Way
Austin, Texas 78746Full name of additional
inventor, if any

Thomas J. Miller

Inventor's Signature



Date

4/21/2000

Residence (City, County, State)

Westfield, Union County, New
Jersey

Citizenship

United States of America

Post Office Address

521 Prospect Street
Westfield, New Jersey 07090